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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Randall Frank et al. Art Unit : 2142
 Serial No. : 10/728,374 Examiner : Unknown
 Filed : December 4, 2003
 Title : INTEGRATING MULTIPLE COMMUNICATION MODES

Mail Stop Amendment
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

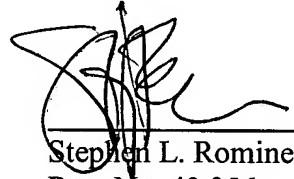
Applicants submit the references listed on the attached form PTO-1449.

In accordance with the PTO's waiver of 37 CFR 1.98 (a)(2)(i) for applications filed after June 30, 2003, only copies of non-patent literature are enclosed. This statement is being filed before the receipt of a first Office action on the merits.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: 9/2/04



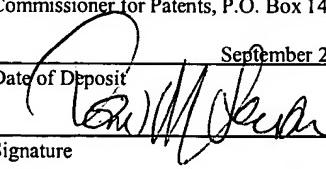
Stephen L. Romine
Reg. No. 43,056

Fish & Richardson P.C.
 225 Franklin Street
 Boston, MA 02110-2804
 Telephone: (617) 542-5070
 Facsimile: (617) 542-8906

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CERTIFICATE OF MAILING BY FIRST CLASS MAIL

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Substitute Form PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 08575-088001	Application No. 10/728,374
Information Disclosure Statement by Applicant SEP 07 2004 (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Randall Frank et al. Filing Date December 4, 2003		
				Group Art Unit 2142

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	2002/0056000	05/09/02	Albert Coussement			
	AB	2002/0178270	11/28/02	Riordan			

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
	AC	Drew Robb, "Getting Messaging Together", www.computerworld.com , (January 29, 2001) (6 pages)
	AD	Web page titled, "MSN® Messenger for Windows®; MSN Messenger lets you see when your friends are online and exchange instant messages with them", http://messenger.msn.com , (Printed from the Internet on March 28, 2003) (2 pages)
	AE	Web page titled, "MSN® Messenger for Windows®; MSN Messenger's great features are easy to use and just one click away", http://messenger.msn.com , (Printed from the Internet on March 28, 2003) (2 pages)
	AF	Web page titled, "MSN® Messenger for Windows®; Stay in touch with Microsoft® .NET Alerts!", http://messenger.msn.com , (Printed from the Internet on March 28, 2003) (2 pages)
	AG	Alcatel Technology Brief, "Extending the PC environment with more than a soft phone" (3 pages)

Examiner Signature	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	